



PNC Field A-Z Season Member Guide

ADA Accessible Seating

Seating for patrons with disabilities is located throughout PNC Field. A limited number of wheelchair locations are available. These designated locations are available upon request prior to the game by calling (570) 969-2255 or visiting the E-Auto Box Office at PNC Field.

Child Admittance

PNC Field offers complimentary admission to children two years of age and under. However, children under the age of two without a ticket are required to sit on their parent or guardian's lap and not occupy an additional seat. Promotional giveaway items are only available for ticketed guests.

Online Account Management

An online account is available for FREE for all Season Members on SWBRailRiders.com. Features online include:

- **Print Tickets** – Easily reprint RailRiders tickets with the click of a button.
- **Transfer tickets** – A feature that allows the account holder to e-mail their tickets to another individual.

Rain Policy

In the event five innings of one game are not played, except when the team is in the lead at the end of 4 ½ innings, this ticket may be exchanged for any 2018 regular season RailRiders home game of equal or lesser value, subject to availability. Umbrellas are permitted in PNC Field, but for the viewing pleasure of all fans, they can only be open during rain delays.

Reprints

Tickets will only be reprinted for the individual whose name appears on the season ticket account, with valid photo ID. You may also print your tickets at home by visiting your online season ticket account. **Any reprinted tickets will automatically void any previous tickets, which will then be invalid for entry.**

Season Member Ticket Exchange

Season Members may exchange any unused tickets for the best available seat, subject to availability. All exchanges must be done in person at the E-Auto Box Office at PNC Field, and we strongly encourage fans to do this in advance of their desired game date. **Only able to exchange tickets once.**

Ticket Assurance

Unused regularly priced 2018 single game tickets may be exchanged at the E-Auto Box Office at PNC Field for a \$3 per ticket fee. Tickets must be unused and may only be exchanged one time. Exchanged tickets will be placed in a comparable seating level, based on availability. Not valid on group, hospitality, complimentary or discounted tickets of any kind.

Ticket Voucher

All Full Season Memberships receive two undated vouchers per seat due to the RailRiders Annual Education Day Games on May 2nd at 10:35am, and May 17th at 10:35am. These vouchers can be exchanged at the E-Auto Box Office at PNC Field for any 2018 regular season home game, subject to availability.

E-Auto Box Office at PNC Field Hours

Monday – Friday: 10:00am to 5:00pm

Saturday: CLOSED

Sunday: CLOSED

* Opens at 10am on Weekend Games

** Closes following the top of the 7th inning.

Will Call

Tickets can be left at Will Call for the current day's game by visiting the E-Auto Box Office at PNC Field prior to entry of the ballpark. All individuals picking up tickets will be required to show a valid photo ID and only the individual whose name is associated with the tickets will be permitted to pick them up, no exceptions.

Stay Connected

The RailRiders often communicate to Season Members through email. Please ensure that you are receiving our e-mails and keep the RailRiders updated if your e-mail address changes. If you are not receiving periodic updates from the RailRiders please e-mail info@swbrailriders.com





ADA Parking

ADA parking is available in front of the 3rd base Clubhouse and Team Store, located to the left of the Main Entrance to the ballpark.

Bag Search

Small bags and purses are permitted inside PNC Field. All bags are subject to search upon entry and within the ballpark. Prohibited items may be disposed of in trash containers or returned to one's vehicle.

Birthday Announcements

The RailRiders allow fans to celebrate a special occasion at a game with a personalized message on the video board. These announcements can be purchased at the University of Scranton Guest Services booth in the Main Plaza behind section 22 on the day of the game for a \$10 donation benefitting SWB Pinstripes Foundation. **CASH ONLY. Must be turned in by the end of the 2nd inning.**

Cameras/Video Equipment

We encourage the use of cameras and video cameras at PNC Field. However, fans may not reproduce the game or interfere with any other fans' enjoyment of the game.

CHAMP Card

Club, Full and Half Season Ticket holders may use their CHAMP Card for 10% discounts on both merchandise in the team store and PNC Field Concession Stands. Partial and Mini Plan holders may use their CHAMP Card for 10% discounts at PNC Field concession stands. Discounts exclude team store sale items and alcohol purchases.

Fan Conduct

RailRiders baseball should be an enjoyable experience for all fans. In order to promote fan enjoyment, the RailRiders ask for your assistance in displaying a high degree of respect at all times. If a fan displays conduct which endangers or disrupts players, coaches, officials, or other fans, the RailRiders reserve the right to remove the individual.

First Aid

First aid at PNC Field is provided by EMT's. The First Aid room is located on the concourse just behind Section 17.

Gates Times

The gates to PNC Field open approximately one hour prior to first pitch. Gates open an hour and a half prior to first pitch on Saturday games. All gate times are subject to change. All gates will be equipped to scan tickets on phones or portable devices. **Season Ticket Holders can enter the ballpark 15 minutes early through the Team Store.**

Lost and Found

Items can be turned in to, or retrieved from, the University of Scranton Guest Services booth located behind Section 22. To inquire about lost items after the game date, please contact the administrative office of the SWB RailRiders at (570) 969-2255.

Outside Food and Beverage

Coolers, other carry-in containers, outside food and beverages are prohibited from entering PNC Field.

Parking

PNC Field is surrounded by numerous surface lots. Lots surrounding PNC Field are not controlled by the RailRiders and pricing and availability is not under the RailRiders discretion.

Prohibited Items

Food, beverages, weapons of any kind (even with concealed weapons permit), containers such as coolers or thermoses, lawn chairs, animals other than service animals, and compressed air horns are all prohibited at PNC Field.

Radio Broadcast

All 140 games of the RailRiders season will be broadcast live on Bold Gold Radio 1400AM "The Game," and on swbrailriders.com.

Re-Entry

Fans who choose to exit PNC Field during the game will be permitted to re-enter with valid game ticket.

Smoking

There are designated smoking areas throughout PNC Field, marked with designated smoking signs. Electronic cigarettes are also prohibited within the concourse and seating areas.

Strollers

Strollers are allowed at PNC Field and may be stored at the top of designated seating sections. Strollers may not block rows, aisles, or stairways.